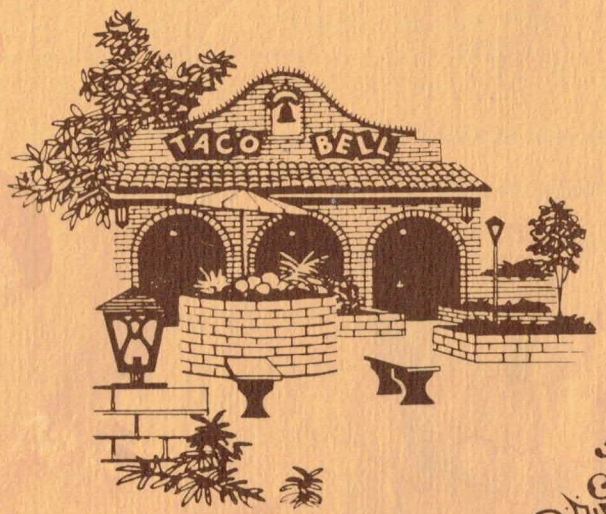
Welcome to TACO BELL®



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Welcome to Taco Bell

I want to welcome you to TACO BELL. Having been selected to join our organization is a credit to your abilities. We at TACO BELL take pride in the high standards that we have established for both our people and our products.

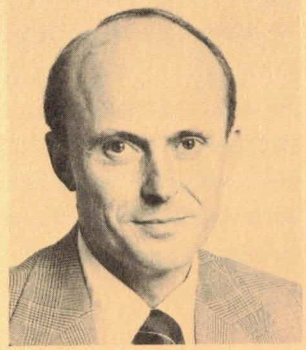
As you set out to learn about TACO BELL you will be learning about one of the most unique fast food restaurant systems in the world. Our highly identifiable, early California mission style restaurant design and a proven operational procedure is the foundation of TACO BELL'S success. Our dedication to customer service, quality food and cleanliness has made TACO BELL a respected company in a highly competitive industry.

As a Taco Bell employee you will be trained to make good use of your time since productivity will be an important ingredient in measuring your success. A friendly attitude, a sincere desire to please each customer, and adherence to our high standards will be equally important factors in determining your ability to contribute.

So once again, welcome to TACO BELL. You are joining a proven operation and a unique marketing concept. I look forward to the contribution that you will make and I hope that you will find your employment with us a rewarding experience.

Sincerely,

Robert L. McKay,
President



COMPANY HISTORY IN A TACO SHELL

The creation of the first Taco Bell restaurant grew out of a need envisioned by founder Glenn Bell. Mr. Bell felt that there was a demand for a kind of fast food restaurant serving an uncomplicated menu with universally appealing, high quality, low-priced food items. He felt that Mexican food met these requirements and spent nearly a decade researching and developing the concept before opening the first Taco Bell restaurant in 1962.

The first Taco Bell restaurant measured only 20 x 20, enough room to barely house the three burner stove, fryer, and sink. It is located in Downey, California and today still operates near the company national sales average.

In 1965, TACO BELL sold its first franchise to a Los Angeles policeman. His restaurant was opened in Torrance, California, and was an immediate success. Word quickly spread among potential franchisees and TACO BELL was on its way to becoming the first and largest national chain of Mexican food restaurants. In 1977, franchising was closed to outsiders and the growth of the franchise system limited to existing qualified franchisees.

In 1964, Glenn Bell enlisted the efforts of Robert L. McKay, an architect, in developing a highly identifiable image for TACO BELL. Several years were spent in creating the distinctive style of architecture, conducting time and motion studies, designing specialized equipment, and refining the now famous Taco Bell menu. Within two years Mr. McKay had become so enthusiastic about TACO BELL that in 1966, he stepped away from his successful architectural business to become the full time Vice President and General Manager of TACO BELL. One year later Mr. Bell discontinued his active roll in the company and Mr. McKay became President.

In 1969, with 325 restaurants in operation, TACO BELL became a publicly held company when shares of stock were offered to the general public. The proceeds from the stock allowed the company to greatly expand the number of company operated restaurants. Today there are about the same number of company restaurants as there are franchised restaurants.

Another major milestone for TACO BELL took place in 1978 when Mr. McKay and the Board of Directors determined that the future of TACO BELL could be enhanced through the merger with a larger corporation. They initiated negotiations with PepsiCo, Inc. and in June merged with and became a division of PepsiCo. The PepsiCo family includes such diversified companies and divisions as Pepsi-Cola, Frito-lay, Pizza Hut, Wilson Sporting Goods, northAmerican Van Lines, and Lee Way Motor Freight.*

Today, as the nation's largest Mexican food chain, TACO BELL has crossed the 1,100 restaurant mark stretching from Alaska to Florida and from Guam to New York. Current plans call for a growth rate which would ensure the continuation of TACO BELL'S NUMBER ONE POSITION.

One basic element of any successful business is the dedication of its employees. In essence, that is the real "secret" of the TACO BELL story. We are pleased that you have chosen to become a part of the Taco Bell team and believe you will be proud of TACO BELL.

* "Wilson", "Pepsi-Cola", "Taco Bell", "Frito-Lay", Pizza Hut", "northAmerican Van Lines", and "Lee Way" are registered trademarks of PepsiCo, Inc. or its subsidiaries.

KEYS TO SUCCESS

There are four major areas of our business which all of us are continuously striving to improve in order for our company to grow and remain strong. These are the "keys to success" both for the individual and for the company:

SERVICE - Fast and courteous
QUALITY - Fresh, highest quality food at a reasonable price
CLEANLINESS - Inside and out
PRODUCTIVITY - Minimize waste, maximize profit

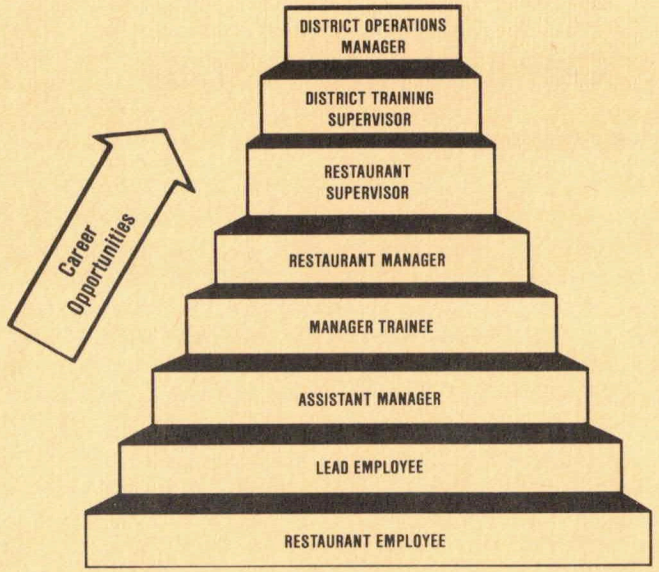
Employees who show initiative, an eagerness to learn, and a genuine concern for these four areas are those employees who will be successful within the Taco Bell system and who will be rewarded for their efforts through pay increases and promotions.

TRAINING

During your first few weeks with TACO BELL, you will be given training in all jobs you will be expected to perform. In learning these jobs, QUALITY of work and food products, SPEED and COURTESY of SERVICE, and CLEANLINESS and ORGANIZATION of your work station will be stressed.

You will remain in a training status until your supervisor feels you have become productive and are able to work independently with a minimum amount of supervision. Your ability to learn, the quality of your work, and the initiative and reliability you demonstrate will determine the period of time you remain in a training status.

Your supervisor is your coach . . . NOT a hard critic. If he/she corrects your way of doing somethine, he/she is only trying to make your job easier. He/She is there to build ability and self-confidence, not fear and frustration. He/She will teach you one job at a time and let you develop your abilities until you can do it well before going on to the next.



CAREER OPPORTUNITIES

As as employee of TACO BELL, you have an excellent opportunity to advance and grow, should you choose the restaurant field as a career. Restaurant employees that show a thorough knowledge of operations and demonstrate leadership capabilities, may be chosen to be lead employees - in charge of a shift, with limited management responsibilities.

Lead employees who have ability, a good attitude, and a desire for full-time employment may be chosen to be an assistant manager for the restaurant.

Those assistant managers who have a genuine vocational interest in the restaurant field and have demonstrated their compentency in operations and leadership are people that TACO BELL wants as its future independent restaurant supervisors. When an opening is forecast, these people are the ones that will be asked to participate in our five-week manager development program as a manager trainee.

Upon successful completion of this initial phase of training, the manager trainee would become the restaurant manager for his or her assigned restaurant. After completion of a second phase of training, the successful restaurant manager is eligible to be promoted to the position of restaurant supervisor.

Restaurant Supervisors who prove themselves capable in planning, organizing, controlling, motivating, and staffing, and show themselves proficient in passing along their knowledge to others are Supervisors that are chosen to be District Training Supervisors. District Training Supervisors are responsible for developing future managers for TACO BELL.

General Information

PAYROLL INFORMATION

Pay periods are 14 days long beginning on Friday of every other week. TACO BELL does not hold your first paycheck. At the end of each pay period, your supervisor totals your time card and mails it either special delivery or express mail to Taco Bell Corporate Headquarters in Irvine, California. Your check is issued in Irvine, and then sent usually special delivery back to your restaurant. This process takes approximately ten days. Therefore, payday is the 10th day after the end of the pay period. Pay procedures will vary for franchise restaurants.

Federal law requires that deductions be made from your wages for income and social security taxes, and some state laws require payment for state income taxes. All payroll deductions are itemized on your paycheck stub, which you should retain for your records.

If you have any questions regarding your time card or paycheck, immediately bring it to the attention of your supervisor, who will either explain the problem or handle any necessary corrections with the Payroll Department through the District Manager.

PAY INCREASES

Pay increases are based on your performance. The restaurant supervisor will review your job performance with you after he or she has prepared a written Employee Performance Check List. The frequency of such review depends on your length of service and your current rate of pay. All pay rates are designed to be competitive in each major job market. The amount of any pay increase depends on your performance as reflected in the Employee Performance Check List. Your restaurant supervisor will explain this entire system to you during your orientation and initial training.

TIME CARDS

Your supervisor will instruct you in how to properly fill out your time card. There are two very important points to bear in mind:

1. You, and only you, are to write your times in and out.
2. You are required to sign each time card with your legal signature. This is your certification that the hours reported on your time card accurately reflect the hours you worked. Please sign it on the last day you work of the pay period.

LAUNDRY REIMBURSEMENT

Under Federal or State laws some employees may be eligible to receive a "laundry reimbursement" for care of their uniforms. Specific information relating to this reimbursement is found in the Taco Bell Operations Manual under "Accounting".

SCHEDULE

Employee schedules are made up each week to fit the restaurant's needs and to comply with state and federal wage and hour laws. You should notify your supervisor well in advance of any pending changes in the hours you will be available to work. Schedules are posted Wednesday morning for the following week. Employees unable to work specific times should notify the supervisor no later than noon Tuesday so that he/she has this information when making out the schedule.

EMPLOYEE MEALS & BREAKS

Your supervisor or shift lead employee will assign break times. While on break, you may consume standard menu items. Employees working a shift length of four hours or less have a meal allowance of $1.15 (retail value) excluding drinks. Employees working a shift longer than 4 hours have a meal allowance of $2.30 excluding drinks. Your meal must be written on your restaurant's "eat sheet". You must fill out a "Meal Slip" and have another employee prepare the food. NO FOOD OR DRINKS ARE TO BE TAKEN OUT OF THE RESTAURANT OR GIVEN AWAY TO ANYONE. FOOD MUST BE CONSUMED ON THE PREMISES. Your supervisor will provide you with a personal drink cup. Do not use printed paper cups. Smoking is permitted in designated areas only. Do not leave cigarettes buring, and use the ashtrays provided. You are not to disturb other employees who are not on break.

ILLNESS

If you are sick and will be unable to work your shift, notify your supervisor at least two hours before the start of your shift. If the supervisor calls you requesting that you fill in for someone else who is sick, your cooperation will be sincerely appreciated.

VACATION

Restaurant employees who work an average of 30 hours per week or more are entitled to one week paid vacation after one year of continuous service. Pay during the vacation week will be for the average number of hours that the employee worked each week during the preceeding year (not to exceed 40 hours).

OVERTIME

Under federal law, any non-exempt employee (Restaurant Manager or below) is entitled to overtime pay for hours worked over 40 during their regular work week. Overtime must be approved in advance by the Restaurant Supervisor.

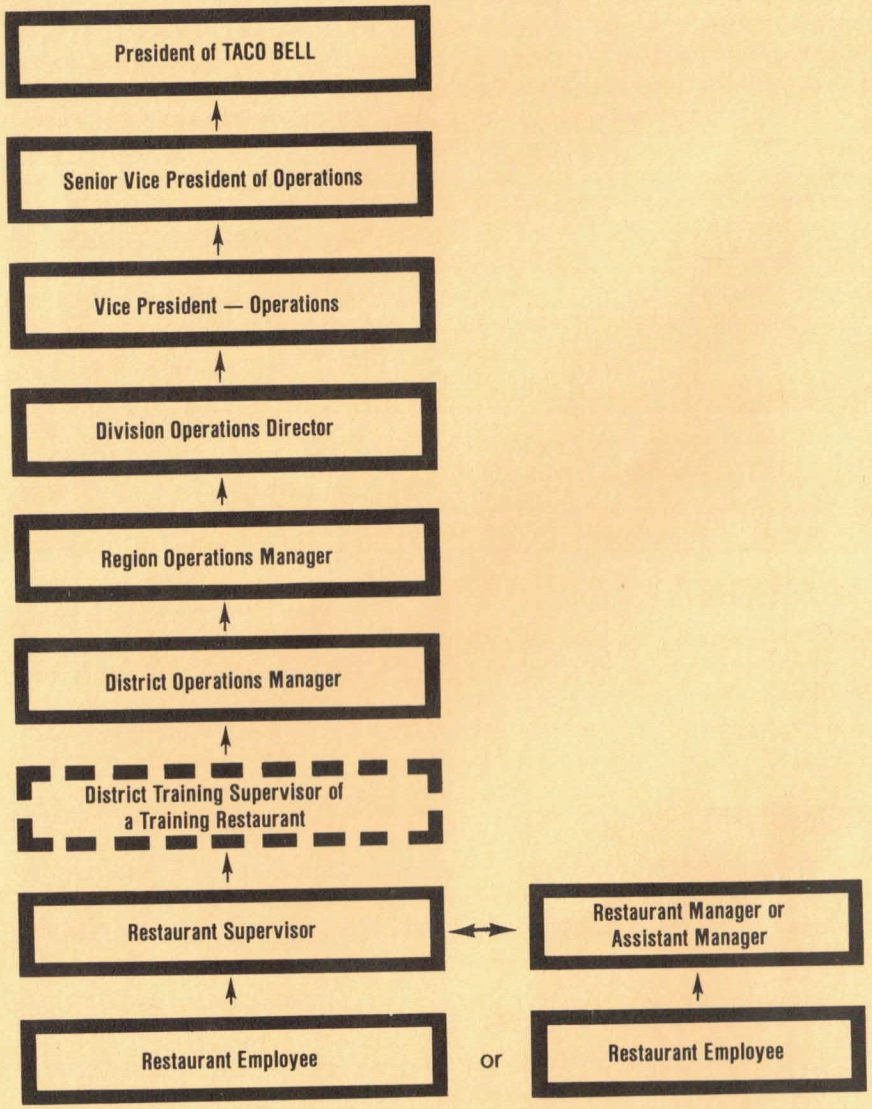
WORKERS' COMPENSATION

If you are injured in any way while on duty, be sure you or a fellow employee reports the injury to your Supervisor immediately. Workers' Compensation Insurance covers the expenses involved in your recovery from work-related illness or injury.

Policies and Procedures

CHAIN OF COMMAND

The chain of command for Taco Bell Company Operations serves also as the chain of communication and is somewhat different than the career path illustrated earlier. Basically, the chain of command is as follows:



GRIEVANCES

TACO BELL desires that each and every person in its employ be treated honestly and fairly. We realize that our success is totally dependent upon the efforts and positive attitude of all our employees.

Therefore, one of the most important tasks of management is to insure that communication channels are open and available to all persons who have suggestions, problems, or who wish redress of grievances. TACO BELL feels that all employee problems are best handled by our own people and there is nothing to be gained by involving those outside the business in our daily activities.

Should any person desire to exercise this privilege, please be sure to give your immediate superior the first opportunity to help you. This is his or her obligation.

If you have a problem or question concerning any aspect of your job, You should:

1. Request to speak with your supervisor privately about the matter. Often these problems are just simple mistakes or oversights and the supervisor will be happy to correct them.

2. If the supervisor is unable to help you satisfactorily, ask him to arrange for his/her District Manager to set aside some time for the three of you to work things out.

3. If you have tried the above two steps and feel unsuccessful, you should have your District Manager make an appointment with your Region Manager. This process may be repeated all the way up the chain of communication.

4. Sometimes you may have a sensitive situation concerning your superior(s). In this situation, where you do not wish to discuss the matter with that person you must still ask that person to make an appointment for you with his superior. It is company policy that this privilege be extended to all employees.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of TACO BELL to provide equal employment opportunity for all regardless of race, religion, color, sex, national origin, age, handicap or veteran status. This broadly interpreted policy includes not only hiring of employees but any job placement decision relating to job assignment, opportunity for training and development, pay upgrading, promotion or demotion, layoff or termination, that is, all personnel actions.

1. Every effort will be made to keep the required qualifications at a realistic minimum for the level of performance required in the job. That is, unnecessary levels of education, experience and demonstrated competence which do not realistically affect the end results of the job will not be required of the job candidate.

2. No consideration of race, religion, color, sex, national origin, age, handicap or veteran status will influence any aspect of the company's relations with its employees.

3. Solicitations or advertisements for employees placed by or on behalf of the company will clearly indicate that TACO BELL does not discriminate in any of its employment or other personnel practices on the basis of race, religion, color, sex, national origin, age, handicap or veteran status.

EMPLOYMENT OF MINORS

You must be at least sixteen (16) years of age to be eligible for employment with TACO BELL. If you are age sixteen (16) or seventeen (17) you must provide the restaurant supervisor with a valid work permit or age certificate (or other proof of age requested) prior to reporting for work.

In addition to the federal law regulating the employment of minors, state regulations vary from state to state. Specific information regarding company policy and restrictions on working hours, minimum wage documents required for hiring minors, etc. is in each restaurant. The guide posted in the restaurant in which you work will explain the maximum number of hours per day, days per week and/or hours during which you may be employed, as well as additional similar information. If you have additional questions, you should ask your restaurant supervisor.

GENERAL POLICIES

REPORTING TO WORK:

Be at your station, ready to work at your scheduled time.

GOING OFF DUTY:

Do not leave the restaurant before the end of your shift. Obtain permission from your supervisor or manager before you leave.

ATTITUDE AND COOPERATION:

In a group working closely side-by-side it is necessary and expected that each employee will show consideration and give his or her full cooperation to other employees and management. Do your work and your part in being friendly toward customers and other employees.

UNAUTHORIZED PERSONS IN RESTAURANT:

Friends and relatives are not permitted behind the front line or in the rear of the restaurant. All persons who wish to transact business (except deliverymen) must make inquiry at front counter. Off duty employees are not permitted behind the front line or in the rear of the restaurant except to transact business with the supervisor or manager on duty.

EMPLOYEE LEAVING RESTAURANT:

Employees are not to leave the restaurant to visit with friends or to make personal purchases. If an employee is authorized by management to leave the restaurant for lunch or dinner, he or she must write times out and in on time card.

COMPLETION OF WORK:

All cleaning assignments, food preparation assignments or other tasks must be completed prior to the end of your scheduled shift.

SECURITY:

The back door to the restaurant is to be locked at all times. It must be locked and bolted at all times after dusk. Night shift employees are to enter through the front door. Trash is not to be taken out through the back door after dusk. Open the back door for NO ONE!

REGISTERS:

Cash registers will be assigned prior to your shift. Work only your register. Registers are used to ring sales only. Do not open your register to make change. Call your supervisor. Make frequent safe drops to prevent a build up of excessive cash in the register drawer.

SALARY ADVANCES:

Management is not allowed to make payroll advances or to give temporary loans from Company funds.

SOLICITATION:

Solicitation of employees and distribution of literature by other employees during nonworking time (breaks, meal periods, before and after work) in non-working areas (employee break area) is permitted. Solicitation or distribution of literature during working time in working areas is prohibited.

Solicitation of employees and distribution of handbills, circulars or other written material by nonemployees on Company premises is prohibited. The bulletin board is for company business; only approved notices are to be posted.

EMPLOYEE PATRONIZATION OF TACO BELL RESTAURANTS:

Employees on duty are permitted to take their breaks in the break area only. You are a welcome guest in any Taco Bell restaurant at any time you are off duty. However, employee uniforms are to be worn in a Taco Bell restaurant only when you are on duty. Employees, other than management, are requested not to sit in the Dining Room in uniform.

All employees patronizing any Taco Bell restaurant will be expected to conduct themselves as a customer and will be afforded the same privileges extended to customers. Please remember that you are a guest in that establishment and, as such, are not authorized to disrupt or affect the operation in any manner.

Actions on the part of any employee to the contrary of the above will result in a written reprimand and may lead to termination.

MISCELLANEOUS:

No radios in the restaurant.

No personal checks will be cashed. No payroll checks will be cashed. Traveler's checks must be handled according to the procedures outlined in "Customer Service".

Employees will not chew gum while on the premises.

All employees are expected to remain productive while on duty. After finishing your assigned tasks you should assist in keeping the restaurant stocked and clean.

OPERATING PROCEDURES

To keep the restaurant in a constant state of readiness and to maintain a professional appearance at all times, the following priority sequence must be observed:

PRIORITY SEQUENCE

1. **Customer Service**
2. **Stock and clean front line, counter, dining room**
3. **Clean lot, patios, trash cans, and restrooms**
4. **Sweep and mop floor**
5. **Cook food (meat and beans) if needed**
6. **Wash pans and dishes**
7. **Prepare food (shells, lettuce, cheese, etc.)**
8. **Complete weekly clean-up list**
9. **Break**

Some specific procedures and practices are as follows:

1. Whenever you are on duty, customer service has top priority over everything.
2. There must always be at least one person in front (on the front line or in the dining room).
3. No one is to leave the front until everything is completely stocked up and wiped off.
4. When working the front line in any position, do not wait for things to run out before restocking (i.e. napkins, straws, sugar, cups, ice, lids, etc.) Think ahead . . . stay ahead. Keep everything stocked.
5. Do not leave used pans or utensils sitting around the sink area. Wash and put away as soon as possible.
6. Speed as well as neatness are essential on the front line and should be constantly developed. The two go hand in hand. If you fail to incorporate neatness with your speed, you will be forever wiping up, which in turn, slows you down.
7. Always be courteous and respectful to a customer. If you have a problem regarding change, food cost, type of food served, or any other unusual situation, call the manager on duty.
8. Employees must not be engaged in personal conversation to the neglect of any customer or work assignment.

TERMINATIONS

Although not a pleasant subject, it is important that you are aware of various kinds of violations of rules and policies that can, and often do, lead to termination of employment.

- Falsifying one's own or another's time card.
- Stealing from the company, its suppliers, employees, and/or customers.
- Gambling or fighting on company premises.
- Drinking on company premises or reporting to work under the influence of alcohol.
- Drug abuse on company premises or reporting to work under the influence of harmful and/or illegal drugs.
- Defacing or otherwise harming company property.
- Violation of company safety rules, policies, and procedures.
- Falsifying company records or forms or other matters of company business.
- Excessive absenteeism and tardiness.
- Insubordination to responsible authority.
- Unauthorized solicitation of handbilling on company time.
- Incarceration (serving time in jail) leading to conviction.
- Immoral or indecent conduct while on company premises.
- Revealing company trade secrets (Operations Manual, etc.) to anyone other than a company employee without written approval.
- Other violations when deemed severe in nature due to particular circumstances may result in terminations.

SAFETY

Learn to be safety conscious. Know the safety requirements of each job you will perform. If you do not know your responsibilities, ask your Supervisor. He/She will always be more than happy to assist you.

At TACO BELL, knives account for more than 75% of all reported injuries. When learning to core lettuce, slice olives, or dice tomatoes, follow your supervisor's instructions to the letter. While there might be a short cut, the methods you learn have been time-tested to be the most efficient and the SAFEST! Do not use a dull knife. Dull knives are much more dangerous than sharp ones since they do not cut straight, and are difficult to control.

Slips and falls rank second as cause of serious injuries. Walk . . . never run. Immediately wipe up any spills before an accident occurs. When cleaning floors, mop and dry small areas at one time, leaving dry areas for passage.

Always lift with your legs - never with your back. When lifting a case of lettuce or a block of cheese, bend your knees, keeping your back straight. Get help with heavy or bulky loads. Never twist your body while carrying, but move your feet instead.

Housekeeping is important. Keep everything in the proper place, with aisles clear and free of obstructions.

Study the "First Aid For Choking" poster contained at the back of this booklet and be prepared to assist should a choking incident ever occur.

Immediately report any unsafe or hazardous condition to your Supervisor or to your restaurant's Safety Committee Representative, including liquid spills or leakage, equipment defects or malfunctions, tripping hazards and all other potential injury sources. Also any injuries or accidents occurring in the restaurant should be immediately reported to the manager.

EMERGENCIES

In any situation where danger exists, it is the policy of TACO BELL that first consideration is given to the safety of our customers and employees. In any emergency situation it is imperative that the employees remain calm.

In the event of a FIRE:

1. Eliminate the danger to customers and employees, and, then
2. Minimize the damage to the restaurant.

In the event of a ROBBERY:

1. Cooperate with the robber — Take no risks.
2. Keep others calm,
3. Be observant,
4. Contact police and your district after the robber has left. Do not attempt to pursue the robber.

EMPLOYEE APPEARANCE

HYGIENE:

Taco Bell employees are expected to maintain high standards of personal grooming and hygiene.

UNIFORM:

The approved Taco Bell uniform including hat or scarf is to be worn at all times. Men are to wear color coordinated slacks. The uniform is to be clean and wrinkle free. Black or brown leather shoes (oxfords for women) are preferred. For safety reasons, no sandals, tennis shoes, or soft leather shoes are allowed. Shoes are to be cleaned and polished daily.

HAIR:

Men's hair is to be short, neat, clean-cut and combed. Hair is not to be touching the collar, and sideburns extending below the earlobe are not permitted. Moustaches are permitted but must be neat and trim, not extending below upper lip. Otherwise, the face is to be clean shaven. Beards are not allowed.

Women's hair is to be above the collar and above eyebrows. Hair nets must be worn in addition to the scarf if required by law.

JEWELRY:

No jewelry except for small birthstone, wedding, engagement, or class ring. No more than one ring on each hand. No dangling earrings (not to extend below earlobe).

MAKEUP:

Moderate only. Avoid heavy eyeliner and shadow.

SWEATER:

If worn, will be color coordinated, cardigan style only. Worn outside the uniform.

UNIFORM CLEANING AND CARE INSTRUCTIONS

When your uniform becomes normally soiled through wear, the cleaning instructions described below should be followed:

Machine launder as soon as possible after wearing:

1. Set washing machine on "Durable Press", "Wash & Wear" or "Knit/Delicate" cycle.
2. Use ⅔ to 1 cup detergent depending on soiled condition.
3. Wash with other "Wash and Wear" items, not with greasy clothes.
4. Water should be warm, NOT HOT!
5. DO NOT BLEACH!

Machine dry clothes immediately after washing:

1. Use "Durable Press", "Wash & Wear" or "Knit/Delicate" cycles.
2. Remove uniforms immediately and place on hangers.
3. Do not leave uniforms in dryer overnight.

Iron only if necessary:

By following washing and drying instructions, you should not have to iron. If ironing should become necessary, make sure the iron is set on **Cool!**

For heavy soil, soak uniform overnight in a few tablespoons of detergent and warm water. Do not use hot water! Do not use bleach! Next day, wash uniform as described in above instructions.

For stubborn stains, pour liquid detergent on the spot and rub it in with your hand for a few minutes. Let the garment stand an additional few minutes. Then rinse with warm water or wash as described above.

Your uniform may be dry cleaned periodically if you so desire.

CLEANLINESS

Cleanliness begins with yourself, it is the responsibility of each and every employee to maintain a neat, well-groomed appearance and to ensure that the restaurant is thoroughly clean.

1. Wash your hands after eating, smoking, going to the restrooms, touching face, hair, etc.
2. When there are no customers to be served, clean counters, steam table and cabinet, rack and wrapping area.
3. Floors must be swept and damp-mopped as often as necessary to maintain a clean restaurant. Wash your hands after sweeping and mopping the floors.
4. Dining areas are to be continuously monitored for cleanliness. In cleaning dining room tables use two damp towels, one for cleaning out ashtrays, and the other for wiping down table tops. Wipe food particles onto trays and not the floor.
5. Restrooms are not only for your use and convenience, but for our customers also. Restrooms are to be checked for cleanliness and supplies every half hour when the restaurant is open.
6. Each shift must leave everything clean and restocked for the following shift.
7. After opening, lot checks are to be made at least every half hour. The purpose of a lot check is not to clean the outside after it has become a large mess, but rather to keep the exterior as clean as possible, as consistently as possible. Remember, first impressions are important, and your lot is the first thing that your customers see.

ATTITUDE

In the restaurant business a positive attitude on the job is particularly important for two main reasons:

1. Ours is a people business. Hundreds of customers pass through the doors of each TACO BELL Restaurant every day. Their satisfaction depends on good food and a pleasant experience. Though your contact with each customer may last only a few seconds the customer will be able to see your attitude through your words, actions, and expressions.
2. The precision teamwork required in a modern fast-service restaurant places a high value on cooperation between employees. Only through this cooperation can the restaurant operate efficiently.

Successful mastery of "people skills" will help give you greater satisfaction in your job and your personal life.

Customer Service

Customer service is the number one priority at TACO BELL. Your ability to make the customer feel welcome, while serving each customer as efficiently as possible will leave a long lasting impression. The basic rule is to remember that customers are people, and to treat them as you would expect to be treated when you are a customer.

It is easy to remember the TACO BELL customer service procedure. You only need to remember two words: "WE'RE GREAT." Each letter of the words "WE'RE GREAT" stands for a different step in the procedure.

Welcome, Smile

Be friendly and enthusiastic. Body posture is important. Stand straight without slouching or hiding behind the order board. Use an appropriate greeting:

"Hi, welcome to Taco Bell. My name is _____. May I take your order?"

"How are you this afternoon? May I help you?'

"Nice to see you back. What would you like to have today?"

Vary your greeting so it doesn't become repetitious to the customers in line. Above all, always give the customer a warm, friendly smile.

E'ye Contact

Always look at the customer. This transmits a nonverbal message of sincerity, of caring, of honesty.

Receive the Order

Be attentive. Remember, not every customer will be familiar with our menu. If a customer asks about a certain item describe it in a way that will stimulate interest.

Encourage the Purchase of Additional Items

Customers like to feel you are concerned about their purchase. It is easy to suggestive sell the Burrito Supreme® or Taco Supreme™. Offer the customer a large drink. You should also suggest any promotional items such as glasses, etc. Remember to always correct "Coke" to "Pepsi". Offer Cinnamon Crispas™ for dessert.

Go Over the Order (Repeat)

This avoids misunderstandings and makes sure no items have been left out. Say, "Will there be anything else today, Sir (Ma'am)?" Never say, "Is that all?" Ask if the order is for the dining room.

Receive Payment, Count the Change

a. On manual registers, use price extension charts to make sure of accuracy.
b. Subtotal items.
c. Ring up the tax (use tax chart on manual registers, electronic registers add tax automatically.)
d. Collect amount due. Say, "That's $2.05 please".
e. Say aloud the amount tendered by the customer, "Out of $5.00". Place the bill on the register drawer, **never in the drawer,** and count back change aloud.

We do not accept bills larger than $20.00 without the consent of the supervisor or shift leader, nor do we accept personal or payroll checks. Travelers checks up to $20.00 must be signed in your presence with proper identification. Then, they may be handled as cash.

f. Close the drawer after change has been counted back to the customer and the money has been placed in its proper slot.

Excuse Yourself

TACO BELL's unique food preparation system depends upon teamwork. Each window person is an important part of that system. However, when you drop back to the front line to assist in food production it is essential that you communicate your intentions to the customer. Customers can feel cut off if we quickly turn away from them. Use a statement like:

"I'll be right back with your order."
"Excuse me while I get your order."
"I'll have your order in just a second."

Stated simply, let the customer know that you are still concentrating on him or her.

Assemble the Order

Assist with the production on the front line. Be sure to read the proper procedure in the operations manual, or have your supervisor review it with you. Check to see that your order is complete and packaged neatly. Never serve inferior products. Give the following Condiments:

- Cream and sugar for coffee.
- Salt if requested.
- Napkins (one per two food items).
- Spoons for pintos and cheese, Enchiritos®, and coffee, or if requested.
- Straws — one per drink.
- Taco Sauce — one packet for every two items unless more is requested.

Thank the Customer and Invite Return

Present the order to the customer with a smile. Remember, eye contact is very important. Thank the customer sincerely and invite him/her to return again. Say something like, "Thank you, and Please hurry back!" or "Enjoy your meal and come see us again."

These are the steps to customer service, simple and easy to remember. Just keep "WE'RE GREAT" in mind and you can't go wrong. Serving customers can be a fun and rewarding job. If you use these procedures, you'll find lots of smiles on the other side of the counter.

The TACO BELL Guest Card

These cards may be presented from time to time by customers of your restaurant. They may be used to purchase food and drink items up to the $2.50 limit. If the order is less than this amount, no change is to be given. The card may not be redeemed for cash. Circle the sale on the cash register tape. Write the amount of the sale on the back of the card and sign it before placing in the cash drawer.

Serial No. 7157
TACO BELL
GUEST CARD
$2.50 Limit
Not Valid for Currency Exchange
Please be our guest at any Company operated Taco Bell Restaurant.
Dear Taco Bell Manager:
Please extend all courtesies to our guest and accept this card in exchange for an order.
17361 Red Hill Avenue
Irvine, California 92714
ROBERT L. McKAY, PRESIDENT

Be fast. Be neat. Show pride and enthusiasm in your restaurant, your work, the product you serve and your company.

Training checklist

ORIENTATION

- ☐ Crew introduction
- ☐ Welcome Booklet
- ☐ Tour
- ☐ Responsibilities
- ☐ Benefits
- ☐ Pay rate
- ☐ Timecard
- ☐ Pay days
- ☐ Restaurant organization
- ☐ Worksheets
- ☐ Knows menu, prices
- ☐ Policies
- ☐ Scheduling
- ☐ Uniforms

PREP WORK

- ☐ Meat
- ☐ Beans
- ☐ Re-frying beans
- ☐ Lettuce
- ☐ Onions
- ☐ Tomatoes
- ☐ Cheese
- ☐ Olives
- ☐ Sour cream
- ☐ Sauces

BACK UP

- ☐ Buns
- ☐ Flour tortillas
- ☐ Enchirito® flours
- ☐ Taco shells
- ☐ Tostada shells
- ☐ Red and green sauces
- ☐ Beans
- ☐ Meat
- ☐ Meat sauces
- ☐ Syrup changes
- ☐ Tomatoes
- ☐ Milk
- ☐ Lettuce
- ☐ Cheese
- ☐ Sour cream
- ☐ Olives
- ☐ Rotation/storage

PORTION AND FOOD ASSEMBLY

- ☐ Portioning review
- ☐ Enchirito®
- ☐ Pintos & cheese
- ☐ Bellbeefer®
- ☐ Burritos
- ☐ Burrito Supreme®
- ☐ Beefy Tostada™
- ☐ Tostada
- ☐ Taco
- ☐ Taco Supreme™
- ☐ Beverages

REGISTER

- ☐ Counting change
- ☐ Operating register
- ☐ Overrings
- ☐ Shortchange artist
- ☐ Register assignment
- ☐ Readings
- ☐ Largest bill policy
- ☐ Checking currency
- ☐ Drops
- ☐ Check policy
- ☐ Robberies

CUSTOMER SERVICE

- ☐ Enthusiasm/courtesy
- ☐ Order board
- ☐ Customer greetings
- ☐ Taking the order
- ☐ Suggestive selling
- ☐ Repeating the order
- ☐ Filling the order
- ☐ Condiments
- ☐ Thanking the customer

FRONT LINE PROCEDURE

- ☐ Stuffing
- ☐ Wrapping
- ☐ Bagging
- ☐ Steaming
- ☐ Drinks
- ☐ Counter/register
- ☐ Service flow

FRYING (OPTIONAL)

- ☐ Taco
- ☐ Tostada
- ☐ Fryer cleaning
- ☐ Cinnamon Crispas™

CLEANLINESS

- ☐ Personal hygiene
- ☐ Front line
- ☐ Kitchen area
- ☐ Walk-in
- ☐ Storage area
- ☐ Restrooms
- ☐ Dining room
- ☐ Lot/outside
- ☐ Equipment
- ☐ Utensils/pans
- ☐ Floors/walls
- ☐ Windows/doors
- ☐ Counter
- ☐ Shelves

TEAR OUT AND PLACE IN EMPLOYEE'S PERSONNEL FILE

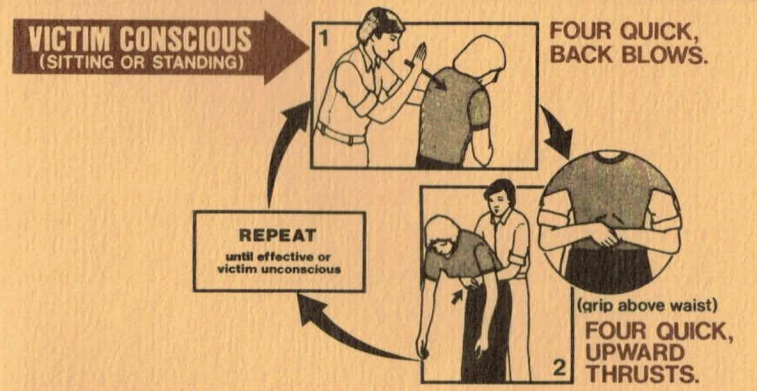
FIRST AID FOR CHOKING

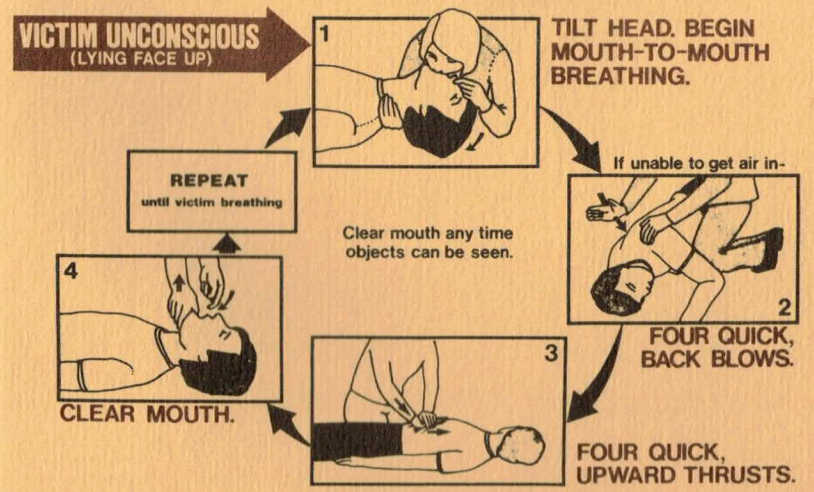
CHOKING SIGNS: CANNOT SPEAK / COUGH / BREATHE
(victim has been eating)

MAY BE UNCONSCIOUS · MAY BE BLUE

Do not interfere if victim can speak, cough, or breathe.

SEND OR CALL FOR HELP
_____ (Phone)





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FORM NO. 70 (REV. 7/80)